

U.S. DEPARTMENT OF VETERANS AFFAIRS NATIONAL CEMETERY ADMINISTRATION

STATE OR TRIBAL VETERANS CEMETERIES: 2014 NEXT OF KIN/FAMILY MEMBER SATISFACTION SURVEY



VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected is intended to be used in making improvements in services within the National Cemetery Administration of the Department of Veterans Affairs and for associated administrative purposes. Failure to furnish the requested information will have no adverse effect on any VA benefit to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the National Cemetery Administration and for associated administrative purposes. Please send any comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to VA Clearance Officer (005G2), 810 Vermont Ave., NW, Washington DC 20420. SEND COMMENTS ONLY. DO NOT SEND THIS FORM OR REQUESTS FOR BENEFITS TO THIS ADDRESS.

Marking Instructions

The survey will take about 20 minutes to complete.

Please read each question carefully and respond by filling in the oval of the response that most closely represents your opinion.

Correct Mark



Incorrect Marks



- Use pencil or pen. Make heavy dark marks that fill the ovals completely. If you wish to change an answer, erase cleanly (pencil) or put an "X" over the incorrect response (pen).
- Fill in one answer oval for each question unless it tells you to "mark all that apply."
- When you are finished, please place the questionnaire in the enclosed postage-paid envelope and put it in the mail.

**If you have any questions or concerns, please call the Survey Helpline at:
1-855-500-6792**





Please complete this survey based on your experiences at the State or Tribal Veterans Cemetery where your loved one was interred.

1. Since the committal service, how many times have you visited the State or Tribal Veterans Cemetery where your loved one was interred?

☐ 1 – 3
☐ 4 – 6
☐ 7 – 9
☐ 10 or more
☐ None, I have not visited

2. Your recently deceased loved one was your...

☐ Spouse
☐ Parent
☐ Brother/Sister
☐ Son/Daughter (includes stepchildren)
☐ Other relative
☐ Friend

3. How far do you reside from the State or Tribal Veterans Cemetery?

☐ Less than 15 miles
☐ 15 to 29 miles
☐ 30 to 44 miles
☐ 45 to 59 miles
☐ 60 to 75 miles
☐ Over 75 miles

4. Do the following factors limit the number of times you visit the State or Tribal Veterans Cemetery where your loved one is interred?

(Please mark Yes or No for each item below.)

	Yes	No
a. Distance to the cemetery	<input type="radio"/>	<input type="radio"/>
b. Travel time to the cemetery	<input type="radio"/>	<input type="radio"/>
c. Inconvenient location of the cemetery (e.g., neighborhood, no direct route)	<input type="radio"/>	<input type="radio"/>
d. My access to transportation (private or public)	<input type="radio"/>	<input type="radio"/>
e. My health status (e.g., physical limitation or constraints)	<input type="radio"/>	<input type="radio"/>
f. Other (please specify in General Comments, page 8)	<input type="radio"/>	<input type="radio"/>

5. Have you ever served on active duty in the U.S. Armed Forces, either in the regular military or a National Guard or Reserve Unit?

☐ Yes
☐ No

6. Prior to your time of need, were you aware of the benefits related to burial in a State or Tribal Veterans Cemetery?

☐ Yes
☐ No -> Go To #8

7. How did you learn of these benefits prior to your time of need? (Mark all that apply)

☐ Family member/friend
☐ Funeral home
☐ Military discharge-related materials
☐ Other Veteran/active duty member
☐ State or Tribal/VA/NCA pamphlet, brochure, newsletter
☐ State or Tribal/VA/NCA Website
☐ State or Tribal/VA/NCA social media (Facebook or Twitter)
☐ Veterans Service Organization
☐ Other State, Tribal, or VA organization
☐ Local newspaper/television news reports
☐ Public events (e.g., parades, speeches)
☐ Professional/military association meetings

8. Prior to the time of need, what is the BEST way for the State or Tribal Veterans Cemetery to convey information regarding benefits? (Mark only one)

☐ E-mail
☐ State or Tribal/VA/NCA Website
☐ State or Tribal/VA/NCA social media (Facebook or Twitter)
☐ Newsletter/flyer
☐ Local newspaper/television news reports
☐ Public events (e.g., parades, speeches)
☐ Professional/military association meetings
☐ Other (specify) _____

9. Overall, how satisfied are you with the information you were provided throughout your experiences with the State or Tribal Veterans Cemetery?

☐ Very satisfied
☐ Somewhat satisfied
☐ Neither satisfied nor dissatisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied



10. To what extent were you informed of the details (e.g., length of service, use of committal shelters) related to the committal service prior to attending the service?

- ☐ Very informed
- ☐ Somewhat informed
- ☐ Neither informed nor uninformed
- ☐ Somewhat uninformed
- ☐ Very uninformed

11. At the committal service, did your family have any of the following special needs or requests? (Mark all that apply)

- ☐ Visit the gravesite
- ☐ View the burial
- ☐ Special music
- ☐ Specific religious practices (e.g., blessing the gravesite)
- ☐ Specific cultural practices (e.g., throwing of dirt into the grave)
- ☐ Additional seating at the committal service
- ☐ Handicapped accommodations
- ☐ No, my family did not have any special needs or requests → Go To #13

12. Was the cemetery able to accommodate these special needs or requests to your satisfaction?

- ☐ Yes, completely
- ☐ Yes, somewhat
- ☐ No, and I understand why
- ☐ No, and I did not understand why

13. Prior to the service for your loved one, did you view the NCA videos illustrating different committal service options at State or Tribal Veterans Cemeteries?

- ☐ Yes
- ☐ No → Go To #16

Please indicate your level of agreement with the following statement:

14. The video(s) helped me understand the burial process at the State or Tribal Veterans Cemetery.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

15. Was your experience at the State or Tribal Veterans Cemetery similar to the video on service options you viewed?

- ☐ Yes
- ☐ No

16. If your loved one was a Veteran, did your family request military funeral honors?

- ☐ Yes, and honors were provided
- ☐ Yes, but honors were not provided → Go To #18
- ☐ No, did not request military funeral honors → Go To #18

17. How satisfied were you with the quality of the military funeral honors your loved one received?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

18. Overall, how satisfied were you with the committal service at the State or Tribal Veterans Cemetery?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

19. Were the headstone, marker, or columbarium niche cover inscription options explained to you?

- ☐ Yes
- ☐ No → Go To #22
- ☐ Not sure/don't know → Go To #22

20. Who explained headstone, marker, or columbarium niche cover inscription options to you?

- ☐ State or Tribal Veterans Cemetery representative ONLY
- ☐ Funeral director ONLY
- ☐ BOTH the State or Tribal Veterans Cemetery representative and the funeral director
- ☐ NEITHER the State or Tribal Veterans Cemetery nor the funeral director

21. Which of the following inscription options were explained to you? (Mark all that apply)

- ☐ Military service information (e.g., rank, service, valor awards)
- ☐ Emblems of belief (e.g., religious symbols)
- ☐ Terms of endearment (e.g., beloved father)

22. Did you feel you had sufficient time to make a decision on the headstone, marker, or columbarium niche cover inscription?

- ☐ Yes
- ☐ No

23. Please indicate your level of agreement with the following statement: "The use of unconventional text and/or numbers (e.g., 2GETHER 4EVER, WE LUV U ALWAYS) within inscriptions is appropriate."

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

24. How satisfied were you with the length of time it took for the permanent headstone, marker, or columbarium niche cover to be in place?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied
- ☐ Don't know/the marker or headstone has not yet arrived → Go To #27

25. When the headstone, marker, or columbarium niche cover arrived, was the inscription accurate?

- ☐ Yes
- ☐ No
- ☐ Don't know

26. Overall, how satisfied were you with the quality and appearance of the headstone, marker, or columbarium niche cover when it arrived?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

If your loved one was NOT a Veteran please go to Question 28.

27. If your loved one was a Veteran, did you receive a Presidential Memorial Certificate?

- ☐ Yes
- ☐ No

28. Looking back at your overall experiences with the State or Tribal Veterans Cemetery, which items would you have liked more information about? (Mark all that apply)

- ☐ None, I was well informed
- ☐ Details of the committal service
- ☐ Military funeral honors
- ☐ Location of gravesite
- ☐ Layout of cemetery (maps)
- ☐ Directions to cemetery
- ☐ Presidential Memorial Certificate
- ☐ Floral policy
- ☐ Headstone or marker inscription options

29. After the loss of your loved one...

a. Did you need bereavement counseling or support?

- ☐ Yes
- ☐ No

b. Did you seek bereavement counseling or support?

- ☐ Yes
- ☐ No

30. Have you contacted VA to find out if you are eligible for VA survivor benefits?

- ☐ Yes
- ☐ No

31. Are you eligible for VA survivor benefits?

- ☐ Yes
- ☐ No → Go To #33
- ☐ Don't know

32. Have you applied for VA survivor benefits?

- ☐ Yes
- ☐ No

(For information on survivor benefits, contact the VA at 1-800-827-1000)

**33. What is your gender?**

- ☐ Male
☐ Female

34. Are you Hispanic or Latino?

- ☐ Yes
☐ No

35. What is your race? (Mark one or more)

- ☐ White
☐ Black or African American
☐ American Indian or Alaska Native
☐ Asian
☐ Native Hawaiian or other Pacific Islander

**For the following series of statements
 please indicate your level of agreement.**

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know/ Not Applicable
36. The maintenance of the cemetery grounds is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. The upkeep of the headstones, markers, or columbarium niche covers is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. The maintenance of other landscape features (e.g., flowers, trees, shrubs) is excellent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. The committal shelter used for the service was private, clean, and free of safety hazards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. There is adequate handicap accessibility for visitors who need it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. The availability of restrooms is suitable to accommodate visitors on busy days.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. The cemetery honors all Veterans and their service to our nation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. There are sufficient signs within the cemetery to assist visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



For the following series of statements please indicate your level of agreement.

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know/ Not Applicable
44. Parking at the cemetery is adequate to accommodate visitors on most days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. The cemetery's roadways and intersections are safe and easily navigated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. The quality of service received from cemetery staff is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. The State or Tribal Veterans Cemetery staff was courteous. . . .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. The State or Tribal Veterans Cemetery staff was professional in terms of being knowledgeable, helpful, and responsive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. The State or Tribal Veterans Cemetery hours of operation meet my needs for visiting my loved one's gravesite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. The appearance of my loved one's gravesite/columbaria is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. The information kiosks (i.e., gravesite locators) are helpful to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52. Public ceremonies and events at the cemetery promote a sense of patriotism and heritage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. The overall appearance of the State or Tribal Veterans Cemetery is excellent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. Overall, I am satisfied with my experience at the State or Tribal Veterans Cemetery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55. I would recommend the cemetery to Veteran families during their time of need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56. I am willing to rely on the State or Tribal Veterans Cemetery to meet the burial needs of Veterans in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57. I am willing to rely on the state or tribal governments to maintain State or Tribal Veterans Cemeteries as national shrines in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
58. My experiences with the State or Tribal Veterans Cemetery exceeded my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

State and Tribal Veterans Cemeteries are complements to VA's national cemeteries. State and Tribal Veterans Cemeteries, operated by States and Tribal organizations, are expected to be maintained and operated in a way befitting a national shrine, as are VA's national cemeteries operated by the Federal Government. Your answers to these questions will help us determine how well we are doing that.

59. Please choose any of the following reasons to describe why you selected the State or Tribal Veterans Cemetery for your loved one's interment. (Mark all that apply)

- ☐ My loved one wanted to be interred here.
- ☐ Other family members are interred here.
- ☐ The appearance and quality of service at the State or Tribal Veterans Cemetery honors my loved one's military service.
- ☐ The State or Tribal Veterans Cemetery is close and easy to get to.
- ☐ Others recommended the State or Tribal Veterans Cemetery
- ☐ The cost was reasonable to inter my loved one.
- ☐ There is no VA national cemetery conveniently available for the interment of my loved one.
- ☐ Other (specify) _____

60. Please indicate your level of agreement with the following statement:

"If I had been able, I would have chosen to inter my loved one at a VA national cemetery rather than the State or Tribal Veterans Cemetery."

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree → Go To #62
- ☐ Disagree → Go To #62
- ☐ Strongly disagree → Go To #62

61. Please choose any of the following reasons to describe why you would have preferred interment in a VA national cemetery rather than a State or Tribal Veterans Cemetery. (Mark all that apply)

- ☐ My loved one wanted to be interred in a VA national cemetery
- ☐ Other family members are interred in a VA national cemetery
- ☐ Others recommended the VA national cemetery.
- ☐ There is no cost to inter my loved one at a national cemetery
- ☐ A national cemetery is more prestigious than a State or Tribal Veterans Cemetery
- ☐ The appearance and quality of service at a national cemetery is superior to the appearance and quality of service at a State or Tribal Veterans Cemetery.
- ☐ Other (specify) _____

62. Have you visited a VA national cemetery?

- ☐ Yes
- ☐ No → Go To #65

Please indicate your level of agreement with the following statements.

63. Based on your visit, the appearance of the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

64. Based on your visit, the quality of service at the State or Tribal Veterans Cemetery compares favorably to the VA national cemetery.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree



65. The honor of being interred at a State or Tribal Veterans Cemetery is equivalent to that of being interred at a VA national cemetery.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

General Comments: Please use this space to elaborate on any aspect of your experience at the State or Tribal Veterans Cemetery you wish to share with us.

PROOF

Note: If you would like to be contacted by the cemetery, please write your name and contact information (address or telephone number):
